Treasury and Trade Solutions | Citi Commercial Cards





A History of Achievement. A Future of Innovation | February 2021



Citi Program Support Contact Information

Key Contacts and Points of Escalation

Client Account Services - 24/7

Servicing Program Administrators

Program-level gueries, strategic items or wider program impact:

Customer Account Specialist (CAS)

Email: commercialcardcso@citi.com

Hours of Operation Shameki Manning 08:00 - 16:30 ET Phone: 1-855-241-0728 Option 2, Ext. 954-1107 Monday to Friday

Phone:: 1-855-241-0728 Option 0

Your Back-Up CAS Team

Danielle Su 08:00-16:30 ext. 954-0109 Khristina Jackson-Cardwood 09:00-17:30 ext. 954-1184 Tom Mccarthy 08:30-17:00 ext. 954-1151 12:30-21:00 ext. 954-1160 Philip Page

> **Hours of Operation** 08:00 to 21:00 ET

Monday to Friday Email: commercialcardcso@citi.com

Day-to-day Commercial Card Operations



Online

www.citimanager.com/login





US: commercialcardcso@citi.com Canada: ctscardscanada@citi.com

Helpdesk- For Online and File related Issues

08:00 to 19:00 ET

Phone: 1-855-241-0728 Opt 1 Email: CCJAXL1HelpDesk@citi.com To escalate an issue or concern that Requires Assistance, Please Contact

Points of Escalation

CAS Section Manager Lemonia Rentfrow

> Phone: T: 1 (904) 954-9605 Email: lemonia.Rentfrow@citi.com

Back up CAS Section Manager Elizabeth Ramos

> Phone: 1 (904) 954-8183 Email: Y.elizabetheramos@citi.com

Department Manager of Client Service Sabrina Dyer

> Phone: 1 (904) 954-9241 Email: sabrina.dyer@citi.com

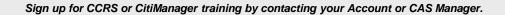
Customer Service - 24/7

Cardholder & General Inquiries

Please reach out to the Customer Service Team after the hours of 9pm ET M-F and on Weekends as they have CAS trained representatives to assist.

US Canada

Phone: 1-800-248-4553 Phone: 1-888-834-2484 Fax: 1-605-357-2092 Fax: 1-866-236-4440



Customer Service provides 24 hours, 7 days a week account service for.

- Account Closures
- Account Maintenance
- Address/Phone Change
- Name Change
- Account Status
- ATM/PIN Inquiry
- · Authorization Inquiry
- · Authorization Decline
- Balance Inquiries
- Billing Disputes/Billing Inquiries
- Credit Availability
- Cardholder Name Changes
- · Cardholder Spending Limits
- Cash Advance / PIN Number Inquiries

- Credit Balance Refunds
- Forced Authorizations
- Request Copies
 - Charge Slip(s)
 - Cardholder Memo Statement(s)
 - Company Statement(s)
- General Ledger/Cost Center Changes
- Name changes (cardholder)
 - Individual Cardholder
- Payments
 - Finance Charge/Late Fee Inquiry
 - Payment Inquiries
 - Payment Problems
- · Prior Year or YTD Interest

- Reason for Decline at Point of Sale
- Reissue
- Replacement Cards
- · Security Closures (Lost, Stolen, Not Received)
- Speedpay Payments
- · Spending Limits
 - Individual Cardholder
- Update Verification Information

CAS provides Company / Cardholder Management Changes including:

- Auto Enroll/File Maintenance Processing
- Convenience Checks (Orders/Issues)
- Electronic Payment Set-ups (ACH, Direct Debit)
- · Finance Charges/Late Fee Issues
- Hierarchy Inquiries / additions / Revisions
- · Rollout of Additional Divisions/Sites
- MCC Template Inquiries / Additions /Revisions
- MasterCard Coverage / Visa Coverage documentation copies & Contact numbers

- · Name Changes
 - Company
 - Program Administrator
 - Site Coordinator
 - Card Holder
- Payments/Payment Issues / Collections
- Program Maintenance/Updates
- Plastic Change
- Liability Type
- Pricing Changes
- Hierarchy Structure Change

- Security / Fraud Issues
- Spending Limits
 - Company
 - Highline Cards
 - Additions / Changes
 - MCC Category Spending Changes
 - Inquiry
- · Statement Messages
- Transaction Investigations



New York State Commercial Card Coverage Team

Relationship Management Team

Ongoing Strategic Partner and Escalation Point

- Subject Matter expert for commercial card products and services
- Conduct account reviews
- · Work with you to grow the programs

Jim LaPointe – Account Manager – Commercial Cards Program

Office: 302-325-4856

Email: james.d.lapointe@citi.com

Jen Tanseco – Relationship Manager – All Products

Office: 212-816-5493

Email: jennifer.c.tanseco@citi.com

Additional Support Contacts:

Helpdesk

06:30 AM to 9:00 PM ET Phone: 1-855-241-0728 Opt 1 Email: CCJAXL1HelpDesk@citi.com

US Customer Service - 24/7

Phone: 1-800-248-4553 Fax: 1-605-357-2092

U.S. Collect Call: 904-954-7314

Helpful Tips:

- Allow 24 to 48 hours response time on all email inquiries.
- All email inquiries should include Company Name followed by a brief content description.
- For "Rush" email inquiries please include the word "RUSH" in the subject line followed by your company name and a brief content description.
- Please follow up with a call to your CAS Manager.
- Email communication is not secured. Please include only the last 6 of an account number.
- Please do not send sensitive PII information.
- Library, within CitiManager, is a secured site. Citi forms such as PA or ATI should be uploaded to Library and not sent via email. Please follow up with an email and /or call your CAS Manager to advise of your recent upload.

